

TRANSMITTAL OF INFORMATION DISCLOSURE STATEMENT

Under 37 CFR 1.97(b) or 1.97(c))

Docket No.

502072-A-01US (Erhart)

In Re Application Of: George W. Erhart et al.

Serial No.
10/674,562Filing Date
09/30/2003Examiner
TBAGroup Art Unit
3626

Title: IMPROVED ESTIMATION OF EXPECTED VALUES

Payment of Fee

(Only complete if Applicant elects to pay the fee set forth in 37 CFR 1.17(p))

- ☐ A check in the amount of _____ is attached.
- ☒ The Assistant Commissioner is hereby authorized to charge and credit Deposit Account No. 501602 as described below. A duplicate copy of this sheet is enclosed.
- ☐ Charge the amount of _____
- ☐ Credit any overpayment.
- ☒ Charge any additional fee required.

Certificate of Transmission by Facsimile*

I certify that this document and authorization to charge deposit account is being facsimile transmitted to the United States Patent and Trademark Office (Fax No. _____) on

(Date)

Signature

Typed or Printed Name of Person Signing Certificate

Certificate of Mailing by First Class Mail

I certify that this document and fee is being deposited on 3/24/04 with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and is addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231.

Signature of Person Mailing Correspondence

Thomas J. Onka

Typed or Printed Name of Person Mailing Correspondence

*This certificate may only be used if paying by deposit account.

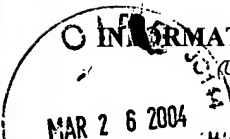
Dated:

3/24/04

Signature

Thomas J. Onka, Esq.
Synnestvedt Lechner & Woodbridge LLP
P.O. Box 592
112 Nassau Street
Princeton, NJ 08542-0592
Tel. No. (609) 924-3773
Fax No. (609) 924-1811

CC:

 <p>INFORMATION DISCLOSURE CITATION (Use several sheets if necessary)</p>	Docket Number (Optional) 502072-A-01US (Erhart)	Application Number 10/674,562
	Applicant(s) George W. Erhart et al.	
	Filing Date 09/30/2003	Group Art Unit 3626

U.S. PATENT DOCUMENTS

*EXAMINER INITIAL	REF	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
	A	4,959,686	09/25/90	Spallone et al.			
	B	5,206,903	04/27/93	Kohler et al.			
	C	5,506,898	04/09/96	Costantini et al.			
	D	5,790,974	08/04/98	Tognazzini			
	E	5,825,869	10/20/98	Brooks et al.			
	F	5,905,793	05/18/99	Flockhart et al.			
	G	5,999,617	12/07/99	Oyanagi et al.			
	H	6,148,396	11/14/2000	Chrysos et al.			
	I	6,192,122	02/20/2001	Flockhart et al.			
	J	6,366,666	04/04/2002	Bengtson et al.			

FOREIGN PATENT DOCUMENTS

REF	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	Translation	
						YES	NO
K	EP 0 899 673	08/11/98	EP			✓	
L	EP 0 740 450 A2	04/22/96	EP			✓	
M	EP 0 855 826 A2	12/08/97	EP			✓	
N	EP 0 949 793 A1	03/29/99	EP			✓	
O	JP 2000020832	01/21/00	JP - Abstract Only			✓	

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

P	U.S. Patent Application No. 09/675,729, entitled SYSTEM FOR AUTOMATICALLY PREDICTING AVAILABILITY OF A RESOURCE IN A CUSTOMER CARE CENTER ENVIRONMENT, Flockhart et al., filed 9/29/00
Q	U.S. Patent Application No. 09/641,403, entitled WAIT TIME PREDICTION ARRANGEMENT FOR NON-REAL-TIME CUSTOMER CONTACTS, Flockhart et al., filed 8/17/2000

EXAMINER	DATE CONSIDERED
----------	-----------------

EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP Section 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

INFORMATION DISCLOSURE CITATION*(Use several sheets if necessary)*

Docket Number (Optional)

502072-A-01US (Erhart)

Application Number

10/674,562

Applicant(s)

George W. Erhart et al.

Filing Date

09/30/2003

Group Art Unit

3626**U.S. PATENT DOCUMENTS**

*EXAMINER INITIAL	REF	DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE

FOREIGN PATENT DOCUMENTS

	REF	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	Translation	
							YES	NO
	R	WO 97/15136	04/24/97	WO			✓	
	S	GB 2 293 724	04/03/96	UK			✓	
	T	GB 2 339 643	02/02/2000	UK			✓	

OTHER DOCUMENTS *(Including Author, Title, Date, Pertinent Pages, Etc.)*

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP Section 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

TRANSMITTAL OF INFORMATION DISCLOSURE STATEMENT**(Under 37 CFR 1.97(b) or 1.97(c))**

Docket No.

502072-A-01US (Erhart)In Re Application Of: **George W. Erhart et al.**

Serial No.

10/674,562

Filing Date

09/30/2003

Examiner

TBA

Group Art Unit

3626Title: **IMPROVED ESTIMATION OF EXPECTED VALUES**

Address to:

**Assistant Commissioner for Patents
Washington, D.C. 20231****37 CFR 1.97(b)**

1. ☒ The Information Disclosure Statement submitted herewith is being filed within three months of the filing of a national application; within three months of the date of entry of the national stage as set forth in 37 CFR 1.491 in an international application; or before the mailing date of a first Office Action on the merits, whichever event occurs last.

37 CFR 1.97(c)

2. ☐ The Information Disclosure Statement submitted herewith is being filed after three months of the filing of a national application, or the date of entry of the national stage as set forth in 37 CFR 1.491 in an international application; or after the mailing date of a first Office Action on the merits, whichever occurred last but before the mailing date of either:

1. a Final Action under 37 CFR 1.113, or
 2. a Notice of Allowance under 37 CFR 1.311,
- whichever occurs first.

Also submitted herewith is:

- ☐ a certification as specified in 37 CFR 1.97(e);

OR

- ☐ the fee set forth in 37 CFR 1.17(p) for submission of an Information Disclosure Statement under 37 CFR 1.97(c).